

Erin, on the right, pictured with her sister and grandparents.

#### Dear Customer,

I hope the latest issue of Energy Connections finds you well. If you enjoy reading our monthly newsletter, I wanted to tell you about our newest publication -Bright magazine.

Bright is published guarterly, and focuses on all the good work that goes on behind the scenes here at NorthWestern Energy. Bright shines a light on how we give back to the communities we serve. It also highlights employees and the incredible work they do at our company, and as volunteers in their communities.

Before joining NorthWestern, I was a reporter for 10 years at the Great Falls Tribune. Taking on the job of managing editor of Bright magazine feels like getting back to my roots. I'm joined on the Bright staff and contributors by several other talented journalists: Jo Dee Black, Cassie Scheidecker, Butch Larcombe, Amie Thompson and Amy Grisak all have journalism backgrounds.

I like to say journalism is in my blood. My grandfather Alexander Madison was a printing press operator in North Dakota before attending the School of Journalism at the University of Montana. He worked as a newspaper reporter and editor and finished his career as the director of the Printing Department at UM.

In addition to getting to share with you my love of journalism that my grandpa passed down to me, I'm also sharing his recipe for sourdough pancakes. He used to make these for my cousins and me.

I hope you enjoy Bright magazine. Read or subscribe at NorthWesternEnergy.com/Bright

Thanks for reading! (in Madison



Grandpa Madison's sourdough pancakes **INGREDIENTS:** 

Sourdough starter: 2 cups warm water 2 1/2 cups flour 2 Tablespoons sugar

### Pancakes:

1 eqq 2 Tablespoons vegetable oil 1/4 cup milk 1 teaspoon baking soda 1/2 teaspoon salt 2 Tablespoons sugar

## **DIRECTIONS:**

The night before, mix the sourdough starter ingredients in a glass bowl (not metal). Cover and set in a warm place over night.

 $\mathbf{O}$  The next morning, take out 1 cup starter. Save in a glass Liar to use in future sourdough pancakes.

 $3^{\mbox{To}}$  the remaining starter add the egg, vegetable oil and milk. Mix thoroughly.

 $4 \ln a \mbox{ cup or small bowl, mix baking soda, salt and sugar.}$ 

Let set about one hour to rise. If your batter doesn't rise Omuch, that's OK. If mixture is too thick, add more milk. Never add more flour. The batter should be runny.

6 Fry on a hot griddle. Pancakes cook quickly and are ready when small bubbles pop and do not fill in.

## CONTACT US

### MONTANA

Customer Contact Center 7 a.m 6 p.m. M-F	888-467-2669
Emergency 24/7 Service Call Before You Dig Energy Efficiency	811 800-823-5995
NEBRASKA Customer Contact Center 7 a.m 6 p.m. M-F Emergency 24/7 Service	800-245-6977
Call Before You Dig	811
SOUTH DAKOTA Customer Contact Center 7 a.m 6 p.m. M-F	800-245-6977
Emergency 24/7 Service Call Before You Dig	811
PAYMENT	

#### Paymentus Automated Phone Payment Option: (via checking, savings, credit or debit card) English: 833-970-2262 Spanish: 833-970-2263

### CONSTRUCTION CENTER

1-83-FOR-BUILD (1-833-672-8453)

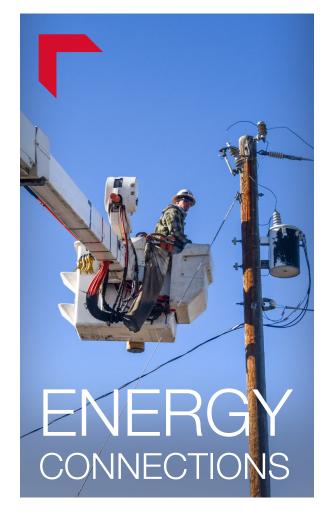


We are proud of the diversity in the communities we serve. To better serve the needs of some of our customers, we translate important customer information into two languages: Spanish and Karenic.

Estamos orgullosos de la diversidad en las comunidades que servimos. Para satisfacer mejor las necesidades de algunos de nuestros clientes, traducimos información importante del cliente a dos idiomas: español y karen.

ုပညေတေအ့သနအုသနတဓူုတူေကက်ွာကဓျေငညနတောငညနအေေတအော်အေကက ုတၡစပမေမှာ်ကါကညပကကုပၡငေ၌စစေနငညည္နငညေအမေငေည★စသုကေညါ ုပတေညေအတေအ့သနအမန္ဓေစသကအျငေအုပ္ေသနအနုအေူသဂေကအုပ္ခနအာ်ပမေမုသ ့စပနေနအတအေစပက္စစ္သနအုပည္တတေအ့သနအမေပေပုပနန္စုတေ့စသကအျငေ ျအေငေညည်နေပနအခြေအေည့ငေအုက်ဘုံမျေမေ့ခန်မေမာ်ပမေမျသန်အဘုံမျေမေစပညျသ

> **Energy Connections Editor** 11 E Park St, Butte, MT 59701 news2@northwestern.com



## LOOK INSIDE FOR **INFORMATION ON:**

- Our commitment to reliability
- Be vigilant about scams
- Bill assistance is available
- NorthWestern's new Bright magazine
- Responsibility of gas lines
- Sourdough pancake recipe

MAY 2021

# Our commitment to reliable electricity

While power outages are unavoidable, NorthWestern Energy strives to keep power disruptions to a minimum. We closely track these reliability data points to monitor and measure the frequency and duration of outages:

**SAIFI (System Average Interruption Frequency Index)** - The number of sustained outages (a power outage lasting longer than 5 minutes) experienced by the average customer in a year.

2020

Three-year average

1.109

## 1.059

### SAIDI (System Average Interruption Duration Index)

- The cumulative duration, in minutes, of sustained outages experienced by the average customer in a year.

```
<sup>2020</sup> Three-year average 119.43 116.6
```

**CAIDI** (Customer Average Interruption Duration Index) – The average wait time, in minutes, required to restore service once a customer experiences an outage.



In 2020, SAIDI and CAIDI were up slightly over our threeyear average. However, 2020 had the largest capital budget in company history, which led to an increase in longer planned outages that were necessary while crews worked to upgrade our infrastructure. Despite this uptick, we still ranked in the first quartile for reliability compared to other energy companies of a similar size. Thanks to 2020's planned maintenance, we hope to avoid future outages and be able to serve our customers with even better reliability.



# Be vigilant about scam activity

Many electric and natural gas customers throughout the country are being targeted by impostor scams each day. Scams can be in person, or via phone, email or text.

Know the facts to avoid scams:

- NorthWestern Energy sends multiple disconnection notices before shutting off service and offers several bill payment options. We never demand prepaid cards.
- If we need to upgrade or replace a piece of equipment, NorthWestern will contact you ahead of time. If NorthWestern Energy needs to upgrade or replace a meter, the cost of the new meter is not charged to the individual customer.
- Any over payments will be applied to your NorthWestern Energy account and used to cover future charges. When we refund a customer, we do so by mailing a check to the address on file.

Customers who are not sure if a notice they receive is legitimate should call us at 800-245-6977 or report scam activity online at NorthWesternEnergy.com/scams



## NorthWestern's new Bright magazine!

NorthWestern Energy has so many stories to share – about our employees, our customers, our communities, our commitment to sustainability and about our company itself. That's what inspired us to launch Bright magazine. Bright showcases the incredible people who make NorthWestern what it is – a committed member of the communities and states we serve. Bright magazine also offers tips on how to get out and explore our amazing service territory.

Our first issue of Bright magazine, the Community Edition, replaces our annual Community Report. Subscriptions are free with postage paid by NorthWestern Energy. You can also read a digital version of the magazine online.

Subscribe or read at NorthWesternEnergy.com/Bright.

## Notice: Responsibility of buried gas lines

The maintenance of buried gas piping downstream of the gas meter to gas-fired appliances or other structures on the property is the responsibility of the home/property owner or current occupant.

NorthWestern Energy is required to inform customers with privately owned natural gas or propane service lines of their responsibility to inspect and maintain their piping (Code of Federal Regulations 49 CFR 192.16). Customers should have the pipes periodically inspected for leaks and metallic pipes should also be inspected for corrosion by qualified professionals, such as your local plumber. Any unsafe conditions should be repaired immediately or the flow of gas should be shut off.



## Energy bill assistance

**Nebraska** – The Emergency Rental Assistance program has funds available to assist eligible renter households that are unable to pay past due and/ or future rent, energy and utility bills due to the COVID-19 pandemic, subject to income qualifications. coronavirus.nebraska.gov or 833-500-8810

**South Dakota** – The SD Cares Housing Assistance Program offers financial assistance to help stabilize housing situations for renters and homeowners who have been impacted by COVID-19 and the related economic crisis. www.sdhda.org/social-programs/cares-act-housingassistance-program